

Request for Proposals – Mobile Crisis Services

Issued September 7, 2021

DUE: October 8, 2021 at noon

The City of South Portland, Maine is requesting proposals for Mobile Crisis Services.

GENERAL DESCRIPTION OF SERVICES BEING REQUESTED

Background:

In the late Spring of 2020, after the tragic death of George Floyd at the hands of the Minneapolis, MN Police Department, protests erupted across the United States with calls for police reform at the heart of the protestors' demands. In South Portland, many residents attended scheduled City Council budget workshops and/or made phone calls or emails to City officials demanding change, including "defunding" the City's Police Department.

In the wake of this civil unrest, the Council passed a resolution condemning racism, voted to remove \$25,000 from the Police Department's overtime budget and allocate it to a soon-to-be formed Human Rights Commission, and joined the Portland Regional Chamber of Commerce's pledge to "Stand in Solidarity".

Further, on September 15, 2020, City Council passed Order #63-20/21 to create an ad hoc Police Services Review Working Group (PSRWG), the purpose of which was to present the South Portland City Council with recommendations as to whether there should be changes to how certain calls for service are responded to by the City of South Portland. In February 2021, the PSRWG presented its recommendations to the City Council, one of which included contracting for mobile crisis services. More information about the PSRWG, including their report, can be found on the City's website at: <https://www.southportland.org/our-city/board-and-committees/police-services-review-working-group/>.

Project Purpose:

The City of South Portland (the City) is seeking proposals for a provider of mobile crisis services to provide alternative options to emergency rooms or incarceration for individuals in need. The provider will be able to be called directly by clients, the general public, social service partners, and emergency services to respond to individuals in need anywhere in South Portland.

Scope of Services:

The provider should have substance abuse and behavioral health professionals on staff to respond to calls anywhere in South Portland with a 20-minute response time. The provider must be:

- Proactive with engagement and follow-up outreach;
- Able to provide food, transportation, housing navigation, and referrals to medical care, emergency shelters, and/or social service providers;

- Experienced in aiding clients with mental health issues, mental and/or physical disabilities, and substance abuse issues.

The provider will coordinate with South Portland's Fire and Police Departments to develop a response matrix. They will document calls and outcomes to share metrics with emergency services and the City.

The provider will be overseen by the City's Social Services department.

The provider must be able to provide services during daytime hours, Monday-Friday, and should have the capacity to expand to 7-day daytime hour service, or 24/7 service.

Three fee proposals are requested:

- Fee for Monday-Friday daytime (business hour) services
- Fee for 7-day daytime services
- Fee for 24/7 services

Fee proposals will include all costs, expenses, overhead and profit (fixed fees). The fee proposals must be valid for ninety (90) days.

The provider should be able to begin providing these services no later than December 1, 2021 and the City expects to enter into a contract(s) based on its fiscal year of July 1 – June 30.

Questions:

All questions regarding this Request for Proposal (RFP) shall be submitted via email. Questions will be accepted and answered accordance with the terms and conditions of this RFP. All questions shall be submitted on or before September 24, 2021 at noon and shall be emailed to Scott Morelli, smorelli@southportland.org with a copy email sent to Colleen Selberg, cselberg@southportland.org. The City will provide written responses by September 29, 2021 at 5 p.m.

PROPOSAL REQUIREMENTS/EVALUATION CATEGORIES

General Approach (Assigned Weight 25%)

- Describe how your proposal will address the stated project purpose and scope of services.
- Describe your general approach to organizing and managing the project including your approach to information gathering, identification and analysis of opportunities, problem solving, and communication with the City and relevant stakeholders.
- Describe your approach to client engagement and outreach, as well as your connections to housing, medical care, and other social service providers and your ability to refer clients to care.

Qualifications/Availability of Key Staff (Assigned Weight 15%)

- Provide resumes for key personnel and explain why they were chosen for the project. Explain each person's role and estimate the amount of time they are expected to devote to the project.
- Provide evidence that current and future workloads of key staff assigned to the project will allow the described level of work performance. Provide assurance that the project manager will be assigned to the project for its entire duration unless otherwise mutually agreed.

Prior Experience (Assigned Weight 25%)

Each proposer must submit three references which in the proposer's opinion qualify their firm for this project. References should be for projects of similar scope and/or size and provide evidence of the firm's ability to complete projects on time and within budget. Each reference should include, on a single page, the following:

- Name, address and telephone number of the contracting agency
- Contact person
- Project budget
- Term of the contract
- Brief description of the specific services provided.

In addition to the three references, proposers are welcome to provide any other documentation of the firm's experience that might prove useful to the City.

Explain any special competencies or experience your firm and/or key personnel have with public sector projects.

Proposed Fees (Assigned Weight 35%)

Three fee proposals are requested:

- Fee for Monday-Friday daytime (business hour) services
- Fee for 7-day daytime services
- Fee for 24/7 services

Fee proposals will include all costs, expenses, overhead and profit (fixed fees). The fee proposals must be valid for ninety (90) days.

Selection Process:

The City will review all proposals for completeness. If a proposal is determined by staff not to be complete, that proposal may no longer be considered.

The City will review the remaining proposals and rate them considering each section's relative weight. After this review the City may enter into a contract with the top-rated proposer, or opt to interview the top-rated firms prior to making a determination. It is understood that the City shall

incur no costs as a result of an interview, nor bear any obligation in further consideration of the proposal.

The City reserves the right to negotiate with the selected firm(s) as to the terms of a contract including, but not limited to, the scope of services. The City reserves the right to reject all bids.

Submission:

Proposals are due no later than noon on October 8, 2021 and must be sent via email only to City Manager Scott Morelli at smorelli@southportland.org. Receipt of proposals will be confirmed via return email. The City intends to select a winning bidder no later than November 1, 2021 and begin contract negotiations shortly thereafter.